

The Experience Lab Notes on
Becoming Better Grownups
Rediscovering What Matters and How to Fly
By Brad Montague

Why This Book

Brad Montague is a modern-day Fred Rogers—joyfully tapping into the wisdom of children and grown-up children alike. Brad’s joyful rebellion is one of striving, listening, and creatively experimenting to inspire everyone to see the world with childlike wonder and find ways of *Becoming Better Grownups*. In his newest book filled with heartfelt stories and illustrations, Brad invites us to LOOK at who we are being each day and consider what it might take to be the grownup we always wanted to be.

Elements, Principles, and Methods

- Consider who we are being and what our actions model for others
- Explore ways to be more childlike (and less childish)
- Choose to spark joy for others
- Examine what fills our time and head space, and how to change the narrative
- Determine the voices we need to listen to on our journey of becoming better

Lab Notes/Prompts

Page 19: What’s your “wake up story”—the story that reminds you why you do what you do in health care?

Page 40: “The world would be more awesome if ____” translates into a fantastic Experience Design provocation. The _____ would be more awesome if _____. What might we learn about our processes, places, and spaces with this question?

Lab Notes/Prompts

Page 53: Instead of kids' interpretation of grownups—"big, busy, and boring"—what will it take for us to create time to show up and be present?

Page 75: Gather with teams and explore the map. Where are our team members, providers, patients, and guests? What does it mean to be in that place on the map and what can we do to ensure the journey continues?

Page 119: Hope fuels health care. How might we more fully acknowledge and show others that "hope is where we are"?

Page 139: Shifting perspectives – Children communicate like musicians who are still learning to play. How often are we playing in the wrong key when we are trying to connect with others? What would it take to find a better harmony?

Page 180: To open up conversations and create richer relationships, consider beginning with this question: "What do you love about what you do?"

Page 205: In our spirit of partnership and being on someone's side, in what scenarios might the word "Yet" be a better reaction or response to someone's idea or question?

Page 249: To perspective shift, instead of thinking of ourselves as becoming older, what if instead we imagined becoming "elder"? What wisdom might we seek and what might we share?

Page 272: Look at the world with wonder. Not a childish, naive perspective, but instead a childlike fascination. How might things look differently?

Page 301: How might we "nurture tiny nudges" to create a better Experience for those we lead and those we serve?